

UNIVERSITY OF THE PACIFIC – PacificCard™ USE AGREEMENT

Pacific ID #

Last: _____

First: _____

MI: _____

Classification: (Check One)

- Student Faculty Temporary
 Staff Emeriti / Retired Pharmacy Intern
 Affiliate Vendor _____ Others: _____

Reason: (Check One)

- New Card
 Lost Replacement Card
 Status Change

PacificCard™ TERMS AND CONDITIONS:

Card Use: The PacificCard™ is your multi-purpose campus ID card which must be presented to enter numerous campus facilities, obtain services, or charge to your PacificCard™ debit accounts. *Your card and related accounts are non-transferable.* Except as provided below, you are responsible for any usage of your card. Your card may be confiscated if presented by someone else for any use. Your PacificCard™ photo will be used for University directory purposes, but never shared with an outside entity without cause.

Lost, Stolen Cards and Replacement Fees: You shall immediately report any lost or stolen PacificCard™. You may report the loss and immediately suspend your card online anytime at <http://www.pacific.edu/pacificcard> or in person at the PacificCard™ Office during office hours, or by phone at (209) 946-CARD. Regular academic session office hours are Monday thru Thursday, 8:30am - 4:30pm and Friday 8:30am – 4:00pm. For non-academic session hours, call (209) 946-CARD. Card suspension requests are also taken 24 hours a day 7 days a week at the Public Safety Office or by phone at (209) 946-2537. You are responsible for all card transactions. There is no charge to suspend your card or to reactivate it if recovered. A PacificCard™ that is damaged or defaced is no longer valid and must be replaced. A \$25 fee is charged to replace a lost/stolen card. A damaged or defaced card is replaced for a \$5 fee. **If receiving a replacement card, previous cards must be surrendered to the card office and be destroyed – no exceptions.**

PacificCard™ Cash Accounts: In having an open PacificCash™ Account, you agree to be legally bound by all terms and conditions set forth herein. The University of the Pacific agrees to accept and maintain deposits in a Cash Account for your benefit and exclusively for the purpose described herein. These deposits shall be applied against amounts debited to your account for goods and services purchased by you at points of sale accepting payment through the use of the card. You understand that a Cash Account is not a credit account. Account charges may not reduce the balance below zero. You may not obtain cash or cash advances from a PacificCash™ Account. Statements of account activity are available online at <http://www.pacific.edu/pacificcard> or at the PacificCard™ Office.

PacificCard™ Dining Plans: Resident DCB Meal Plans are tax-exempt board plans available for purchase by enrolled students living in on campus housing. Resident DCB Meal Plans expire at the end of each semester or withdrawal from Pacific. Statements of plan activity are available anytime online at <http://www.pacific.edu/pacificcard> or at the PacificCard™ Office.

Error Resolution: If you notice an error on a PacificCard™ receipt or statement, contact the PacificCard™ Office immediately after the error appears and no later than 30 days. If you report the error orally, a written confirmation may be required within 10 days. The investigation results will be available within 10 days of notification; however, if more time is needed, the investigation may take up to 45 days. If no error is found, a written explanation will be provided within 3 business days after the close of the investigation. Copies of the documents used in the investigation may be requested.

Closing Accounts, Refunds, Returns, and Inactive PacificCard™ Accounts: Resident DCB Meal Plans expire at the end of each academic semester or withdrawal from Pacific. A refund of an outstanding PacificCash™ Account balance may be requested upon separation from PACIFIC for a \$5 processing fee. If a balance remains in a student's University Student Account at the time of the refund request, that balance is deducted from the PACIFIC Account before a refund is issued. A PacificCash™ Account left inactive in excess of 18 months after last enrollment or PACIFIC employment will be closed with any remaining balance transferred to PACIFIC. Any returned purchase originally made on a PacificCard™ account must be credited back to that account. There are no cash refunds or withdrawals from any active PACIFIC card account at any time. Faculty/staff members upon termination of employment will receive a refund of PacificCash™ less a \$10 processing fee.

Returned Checks: (For Faculty / Staff Only) A \$ 25 fee is charged for a returned check. The PacificCard™ Office reserves the right to withhold the amount of the returned check until proper payment has been made. If available funds on the cardholder's PacificCard™ accounts are less than the amount of the returned check, the PacificCard™ Office may suspend the affected card until the amount of the check and the \$25 fee is received. In addition to card suspension, the Employee may be billed for the difference.

I understand and accept the PacificCard™ Terms and Conditions as stated above.

Signature: _____

Date: _____